



The Charter



The Official Newsletter of the *TwinCities* West Chapter of IAAP®

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Cabin Crew

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Next Port of Call

Flirting for Success

By Jill Spiegel, Founder of Goal Getters, author, and radio/TV personality

**Thursday, November 9
at the Marriott Minneapolis West**

5:30 p.m. – 8:30 p.m.

Price:

Members at the door: \$25.00

Members using Pay Pal: \$26.06

Guests: Special \$25.00 rate; first 35 guests are free

Pre-registration is required. Visit our website at:

www.iaap-twincitieswest.org; please include your email address and any dietary needs. Payments can be made at the door made payable to *TwinCities* West IAAP or through Pay Pal (convenience fee applies). When registering on-line, please be sure to note if you will be using a coupon and what the value of that coupon is.

Registration deadline is Friday, November 3. No shows will be billed for the registration fee.

For questions or further information, please contact Marlene Rouillard at 763-847-0210 or by email at marlene.rouillard@buhlergroup.com.

Captain's Log

MN-ND-SD IAAP Division Meeting Update

I spent October 13-15 at the Minnesota, North Dakota, South Dakota division meeting. I'd like to dedicate this section of the newsletter to an update about that meeting. There are 37 IAAP divisions in North America. Our division added fourteen new members so far this year, while the average is a loss of 8 members per division.

The Northwest District is made up of 5 divisions, one of those being our MN-ND-SD division. We are the largest division in the district with over 700 members. Our division was number one in growth for the Northwest District. The business meeting mirrored our chapter meetings including committee reports and a 2-minute update from each of the 20 local chapter presidents. Three members from our chapter serve on the division level. Joan Gatzmeyer is the division treasurer; Debi Cain-Rivord is membership chair; and Georgann Wenisch is public relations co-chair. Kaye Park gave an update about the 2008 division annual meeting that our chapter is hosting.

"I Choose To..." How to Live with Joy, Energy and Impact, Kate Larsen

The speaker for the weekend was Kate Larsen of Winning LifeStyles, Inc. She helped us explore three controllable factors that either sabotage our success or create vitality and energy. She shared powerful effective solutions and action steps to make more consistent choices that lead to a meaningful life, both personally and professionally.

Our attitude controls everything we do. Commit time to take charge of your life. Take time to reflect on what you want and need. In dealing with conflict with co-workers, we need to start with clear agreements. The cost of unclear agreements is emotional, physical, and mental energy drain. Learn to accept that you are not responsible for others' choices or the outcome of those choices. You are a victim of your own choices. Sometimes we think we can get to where we want to go without a map. Success is the by-product of purposeful choices. What's the price you are paying for your current choices, expectations, and standards? You could be content or you could be suffering from stress. We need to accept that our bodies are an essential part of the equation for our success in life. Trust your instincts and what your body is telling you.

Check out www.realage.com to compare your biological age to your chronological age. There are five steps to consider when contemplating making a change in your life. **Pre-contemplation** (no awareness of the action needed), **Contemplation** (maybe I should), **Preparation** (information collecting stage), **Action** (ask questions, maybe take one step), **Maintenance** and **Termination**. The first two steps are critical, but are the steps most often skipped.

When thinking about making a change, ask yourself, "One year from now, what would you like to see be different at work or in your life?"

4 Steps you can use to change:

1. Recognize the need and consider the cost
2. Make the decision, create the blueprint
3. Get into Action – courage, conviction, and mindset are essential
4. Take it to the next level (get things done through baby steps)

Ask yourself, “What am I willing to do, give up, or let go of? What will I gain? What’s the price I’ll pay, or those close to me will pay?”

When your thinking changes, your behavior changes. You need to be aware and create the opportunities to make a shift in your life. This will help you identify what has you “stuck” in unhealthy behavior. What thinking patterns are getting in the way, and how would changing your thinking affect your behavior? Positive self-talk is important here.

In a second session, Kate talked about exercise, but her 12 steps to success relate to other areas of our lives also.

Get Active & Stay Active: 12 Steps to Successfully Making Exercise a Part of Your Life

1. Keep your real goal in mind
2. Think small
3. Think quality of life, not weight loss
4. Less is more
5. Not fun, not done
6. Inaccurate measurements can be dangerous
7. To sweat or not to sweat, that is the question
8. Have a great support system
9. Live in the future
10. Visualize yourself already there
11. Believe you deserve a higher quality of life
12. Listen to your genes

Bonnie Marten, CPS
TwinCities West IAAP President 2006-07



TwinCities West Chapter Mission Statement

To provide educational programs and networking opportunities in an ever-changing work environment that enhance the marketable skills and professional image of our members.

Chapter Birthdays

The *TwinCities* West Chapter would like to wish a very happy birthday to the following members:

- **Jen Kollar, CPS** Nov. 1
- **Janet Blexrud** Nov. 5
- **Bonnie Marten, CPS** Nov. 22
- **Holly Peters** Nov. 22
- **Ruth Etienne** Nov. 26
- **Jo Tynen, CPS/CAP** Nov. 28

Chapter Anniversaries

The *TwinCities* West Chapter would like to congratulate the following chapter members on their anniversaries with IAAP!

- **Trudy Aldrich** 1 Year
- **Connie Anderson** 1 Year
- **Janet Blexrud** 1 Year
- **Patye DePrycker** 1 Year
- **Kristine Gallimore** 1 Year
- **Kathryn Hincer** 1 Year
- **Janice Kurkosky** 1 Year
- **Laurie Lyso** 1 Year
- **Kaye Penfield** 1 Year
- **Mary Ann Peterson** 1 Year
- **Gayle Petrie, CPS** 1 Year
- **Wendy Remmers** 1 Year
- **Patricia Romanko** 1 Year
- **Mary Schroeder** 1 Year
- **Rita Dahlke** 5 Years
- **Janice Paulson, CPS/CAP** 6 Years
- **Roberta Jones** 6 Years
- **Peggy Ford** 7 Years
- **Chris Rittmann** 18 Years

New Members!

The *TwinCities* West Chapter would like to welcome Roxanne Rychly; let's meet her now:

Greetings! My name is **Roxanne Rychly**. I work at Thrivent Financial for Lutherans Corporate office in downtown Minneapolis. Although I've been a Field Travel Assistant on the Advice Consulting Team for only 9 months, I've been with Thrivent (formerly Lutheran Brotherhood) since 1972.....taking 12 years off to raise our children, Trevor and Allyson; 25yrs and 23yrs, respectively. During that time, I became a licensed daycare provider, a Mary Kay skin care consultant, and worked with my neighbor in their family owned business. Upon returning to TFL, in 1993, I've held numerous enjoyable positions.

My husband of 31 years, Steve, and I enjoy collecting antiques – which go perfectly in our “new” 1920's Craftsman home. We purchased this home in Frederic, WI, this past April and are making plans for it as our (someday) retirement home. I also enjoy gardening, cooking and creative writing. I belong to a 500 Card Club, originally started during my first years at Thrivent. Five of the eight members are the original members and we continue to meet once a month. I'm looking forward to rubbing elbows, gathering information and ideas, and learning from and with the talented professional women who have invited me into their circle of excellence – IAAP, *TwinCities* West! Thanks all!

***If we missed your birthday or anniversary, we apologize and ask that you enter your info into the “Members Only” area of our website for inclusion in future issues of “The Charter.”



November Ways & Means

Drawing Alert!



Would you like to serve your family a tasty, made-from-scratch pumpkin pie for Thanksgiving this year? If so, be sure and purchase your tickets for the TC West

Ways & Means drawing donated by Joan Gatzmeyer at the November 9 meeting! The winner will receive a basket lined with a pumpkin-embroidered towel, a 10" pumpkin pie to take home with you that evening, and a gift certificate for one additional pumpkin pie to be redeemed for Thanksgiving or when you choose! Also included is a pumpkin-pie scented candle and matching ceramic shade to give your home that delightful aroma long after the pie is gone. Tickets are \$2.00/each or 3 for \$5.00.

Interesting Website

www.confusingwords.com

Confusing Words is a collection of **3210** words that are troublesome to readers and writers.

For example:

- affect and effect
- there, their and they're
- capital and capitol

South Suburban IAAP Chapter Celebrates 10th Anniversary

The South Suburban IAAP chapter will celebrate its 10th anniversary on January 23, 2007. To recognize that achievement, the chapter will assemble a time capsule, which will be opened upon a future landmark anniversary.

South Suburban is extending an opportunity to other chapters to provide them with a letter or small memento to include in the capsule. If you have an idea as to what our chapter should provide, please e-mail Bonnie at marte004@umn.edu.

Goldie Hawn Starts New Charitable Organization

www.thegoldiehawninstitute.org

Goldie Hawn has been committed to helping children all over the world become more resilient and optimistic. She recently hosted a benefit for her Institute in Minneapolis. She chose Minneapolis because this community has an established philanthropic outreach and funds innovative educational programs for children.

“Charitable Purpose: The Goldie Hawn Institute creates programs that teach children how to understand the ways their minds work, and how their thoughts and feelings affect their behavior. Uniting scientists and educators to help children overcome conflict, explore creativity, and cooperate, the Foundation currently pilots studies on how to enhance a child's sense of self, capacity for joy, and resilience.”

November Company Highlight

Angela Green is a Virtual Assistant and she has provided us with the following info on how to start a Virtual Assistant business:

Virtual Assistance has become one of the fastest growing careers in home-based businesses. A Virtual Assistant helps their clients save time and money by providing flexible administrative assistance from their own home-office on an hourly basis. VA's do such things as contact management, desktop publishing, internet research, transcription, meeting and travel planning, and survey administration. Clients are primarily small- to medium-sized businesses and "solopreneurs." Because your business is "virtual" your clients could be down the block or across the country. As a VA you have the flexibility to work the hours that you want and to choose the work that you do.

Starting your own business can seem like a daunting task. It can be broken down into small, daily tasks, and before you know it you will be on your way to running a thriving Virtual Assistant business. These are the major steps you will go through:

Define your business

Think about your unique skills and experience you bring to your business. Create your own menu of services, and think about who can best use your skills. Find agreement within your family on your time commitment to your business, and schedule time daily or weekly to devote to your business. Choose a great business name and register it with the State. Decide if you want formal training, connect with other VA's on the web, read books, or network with others in your area. A good website to check out is the International Virtual Assistants Association at www.ivaa.org.

Set up your office and procedures

Obtain necessary business licenses. You can find out more information about requirements at the Small Business Association's website at www.sba.gov or SCORE's website at www.score.org. Setting up your home office can be as easy as making sure your software is up to date and that you have internet access, a number for clients to call, and an email address. You will need to select your rate (most VA's bill around \$30/hour for basic services), and design bookkeeping procedures. Familiarize yourself with small business taxes and deductions, or get to know a good accountant. You'll want to open a separate checking account for your business so you can easily keep track of income and expenses.

Develop marketing materials

Your marketing materials should consist of a logo, business cards, letterhead, a brochure, and a website. First impressions are important, so it's wise to take the time to develop unique and high-quality printed materials and website.

Find your clients

Word of mouth marketing is your best advertisement. Start by telling business associates, family and friends what you do and ask to whom they can refer you. Create a marketing plan that may include your website, networking, e-mail marketing, direct mail, or writing a press release. Schedule time to review your marketing effort, what was successful, and what you will change next time.

Angela Green is the author of *"The Virtual Assistant's Start-Up Manual: A 30-day plan to build your VA business."* Learn more about starting your own Virtual Assistant business at www.vamannual.com, or email Angela at angela@vamannual.com.

Community Service Update: The Art of the Storm

Submitted by Joan Gatzmeyer CPS/CAP

TwinCities West has provided support to MinnesotaHelpers as part of our community service activities over the past year. MinnesotaHelpers is a non-profit organization founded by fellow administrative professional, Mary Gray, a legal assistant at a Wayzata law firm, to help provide temporary housing for those displaced by Hurricane Katrina. When that need abated, she turned her focus to the arts community of Bay St. Louis, Mississippi, where artists lost not only their homes, but their studios, galleries, supplies, and artwork.

As a result of Mary's efforts, Hennepin County volunteered to donate their art gallery space in the lower level of the Hennepin County Government Center in downtown Minneapolis for a month-long display of work by Mississippi Gulf Coast artists. Bronze work, sculptures, pottery, oils, watercolors, photography, and work created from hurricane debris from almost 30 artists were on display during the month of August, as well as actual Katrina debris shipped from Mississippi to be included within the gallery design.

On Friday, August 18, 2006, a special reception was held to honor those artists and bring recognition to their work and ongoing needs. TC West members helped procure the food and beverages as well as donations from Crowne Plaza Northstar of table linens and room accommodations for the Mississippi visitors. Members also helped set up the reception and serve guests throughout the evening. TC West members in the photo at left include Dawn Staycoff, Patty Romanko, Marlene Rouillard, and Joan Gatzmeyer. Jo Tynen CPS/CAP also actively assisted with advance preparations.



Special guest speakers included Brian Sanderson, Deputy Director of Rebuilding Committee from the Office of the Governor of Mississippi; Hennepin County Commissioner Linda Koblick; and Gregory Gray, Disaster Relief Coordinator for the City of Minneapolis. Guests also enjoyed the music of the Hamline University Jazz Band, and had an opportunity to preview a special documentary titled "The Art of the Storm". Mary-Pat Forrester, a Biloxi, Mississippi, artist was able to attend the reception and share first-hand how the storm affected her and her work. Mary Gray and Mary-Pat (in yellow) shared a photo with TC West members in front of the art display.

Mary Gray expressed her thanks to TC West as follows: *"I cannot BEGIN to say what words can express my heartfelt appreciation and gratitude for all the work your members extended on behalf of MinnesotaHelpers. My friend said it better than anyone, 'it was like a fairy tale, with the music, the food, the flowers, the tables, the cascading waterfall. It was just like a magic fairy tale!' Katrina relief is the hardest thing I've undertaken to date. Apathy is just rampant, yet we must all push forward. You just let me know when you need me to do ANYTHING, and I mean ANYTHING, for IAAP. Just name it, I'm at your humble service."* ~ Mary M. Gray

Rasmussen Student Job Shadow Program

Submitted by Joan Gatzmeyer CPS/CAP

TwinCities West has been serving on advisory councils for the administrative professions program at Rasmussen College for the past three years. During this time, members have provided input on the courses and direction that would best serve students entering the administrative professional field. Recently, TC West was given another opportunity to help by providing job shadowing for students in the Office Procedures course taught by Mary Thomson, Instructor, at Rasmussen College-Eden Prairie (formerly Minnetonka).

The job shadow experience was a major component in the course, and its purpose was to give students the opportunity to gain insight into the academic and behavioral expectations for the job by asking questions and by observing processes and procedures as related to the administrative professional career. The students were required to job shadow an admin in both a large corporation and a smaller company for two to three hours so they could see the differences in job responsibilities that each environment brings. Three TC West members, including Kathy Johnson, Jen Kollar CPS, and Marci Wallingford, hosted students and all enjoyed being part of the program.



Jen Kollar, Sales Specialist at CNS, Inc., hosted Katie Lecy (left in photo), and reported that "It was a delight to be part of this program." Jen facilitated a round-table discussion with all the CNS admins during which each admin described what they did, how many people they supported, and what they like best or least about their jobs. This allowed Katie to hear about a variety of admin jobs, ask questions, and solicit each admin for a piece of advice. Katie reports that, "The job shadows through my class were exceptional. I learned that just because you have the title of administrative assistant does not mean you do the same job. I am very new to this field and those job

shadows were exactly what I needed to give me perspective in this field and what I can do with it." Jen said that she also learned more about her colleagues during this portion!

Following the group discussion, Jen provided Katie with more information about her own job and answered additional questions. Katie and Jen have continued to touch base via email, and hope to keep in touch as Katie's career develops. In addition, Katie has joined the *TwinCities West* chapter as a student member.

Valerie Wietzke (left) shadowed Kathy Johnson, Executive Assistant, at City-County Federal Credit Union. Valerie states, "My job shadow experience with Kathy was wonderful. I had never heard of job shadowing before my Office Procedures class at Rasmussen. I feel that job shadowing is a wonderful opportunity to help determine if the career path a person wants to pursue is suited for them. Since we spend so much of our life at work, it only makes sense to do some research and have hands-on experience, such as job shadowing, to help determine the career that is ideal for each one of us."



Marci Wallingford, Office Administrator at Minnehaha Creek Watershed District, had the pleasure of hosting three Rasmussen students: Valerie, Katie, and Lacey. Marci and the students spent time talking about what an office administrator position entails, and worked together on a project. They further discussed the students' goals; what type of businesses they were interested in; and internships, employment tips, and avenues of acquiring more information on their chosen field of administrative assistant. Marci said, "This was my first experience with job shadowing and it was great fun! I highly recommend it and hope we can continue working with Rasmussen and other colleges who offer this type of program. Thanks, IAAP, for a wonderful experience!"

Meet the Sunshine Committee

Hi! My name is **Gayle Petrie** and I am the 2006-07 Sunshine Committee Chairperson. The main purpose of the Sunshine Committee is to spread cheer and to remind the members that there is always someone thinking of them and wishing them well. The Sunshine Committee sends out birthday, anniversary, get well, and thinking of you cards to all of our members.

I would like to encourage all the members to review their member information to include their birth date and check to see that your mailing address is complete. By doing this, you will insure that you will receive a birthday greeting from our committee. Also if you know that one of our members is sick or just needs a day brightener, please send me an email at gandspetr@yahoo.com and let me know what type of greeting we should send. I will be happy to send the card on behalf of *TwinCities West IAAP*.

My personal background includes work in the administrative support field for over 30 years. It all started when my high school allowed students with a B average or higher to be on the work program. Currently, I am looking for a position to use all the skills I have learned through the years.

Gayle

Photographer Needed



We are in need of someone who likes photography to take photos at our monthly meetings. Since the Historical Committee maintains a scrapbook, it would be great to get some photos this year. Let Bonnie know if you are interested.

IAAP Study Group for CPS/CAP Exam

Colonial Supplemental Insurance
Interchange Towers
600 Hwy 169 S, Suite 730
St. Louis Park

Class time: Monday, 5:30 pm - 7:00 pm

2006

November 13, November 27, December 11, Week of December 25 / date TBD

2007

January 8, January 22, February 5, February 19, March 5, March 19, April 2

If you have achieved your certification and would be able to attend a study group session and share some insight with them, please contact Janet Blexrud or Gayle Petrie CPS.

IAAP, Public Speaking and The Price is Right

Submitted by Dawn Staycoff

What do these three items have in common you might ask? Well I am a member of IAAP and have been given the opportunity to work on my comfort level with speaking in front of groups and therefore this has enabled me to get on The Price is Right. At least that's how I view it.

Those who may know me may balk at this comment, but I have a terrible fear of speaking in front of large groups of people. Yes, it's true, I mask it well but I have worked very hard at overcoming my fear of public speaking. I achieved this partially through my involvement with IAAP and the opportunities it has given me through committee involvement and being on the Board of Directors. Also, I remain focused on that trait in myself and work hard at taking advantage of opportunities when they come. I am a very outgoing social person by nature so talking with people even in small groups is fine, but to stand before people with all eyes on me is very different.

I made a New Year's resolution one year (yes I actually made one!) that I was going to learn to like public speaking because at that time in my life I thought I wanted to be a trainer of sorts...one who gives classes or lectures. I thought to start with I better be comfortable in front of large groups so I took classes on being a Stand Up Comedian. I enjoyed it a lot and actually spent about two years touring comedy clubs locally and had moderate success. I enjoyed making people laugh and once I swallowed down my fear I could do it. The comedy circle in Minneapolis changed and comedy clubs were closing left and right and there weren't really places to go any longer, so I had to find another way to hone my public speaking skills. That's when I discovered IAAP.

When I first joined, I observed for awhile...I went to meetings and enjoyed the speakers, but wasn't very involved. One day I heard someone talking about the fun they had at a division meeting and I became more interested. I attended a fall division meeting and I had a ball. Not only were there lots of educational opportunities and great speakers, the opportunity to bond with my fellow chapter members was awesome! I love my chapter and I loved the opportunities they offer me.

Soon after I became a co-chair of Hospitality and really got to spend some time practicing my public speaking. I was really excited to do it but, at the same time, really nervous. I really want to be comfortable with public speaking so I don't panic and get all nervous when I have to do it. It's a great opportunity and who knows how that will cross over into other parts of your life.

For example, not sure if everyone has heard or not, but I spent a week in Vegas visiting a friend in September. We drove to Hollywood to sightsee and we had tickets for The Price is Right on Tuesday. Read below to see my day!

We spent all day Monday touring Hollywood, saw the house that was used as the exterior for The Brady Bunch, saw the HOLLYWOOD sign, Grauman's Chinese Theatre, Hollywood Walk of Fame, Capitol Records building...all the touristy things! We spent all day Tuesday, September 19, (also Tuesday was Talk Like A Pirate Day....arr matey!) sitting in the CBS holding area waiting to see a live taping of The Price Is Right. We got to the Studio about 6:30AM, parked and power-walked to the studio. We were issued our priority numbers....163 & 164. Woo hoo!

The studio seats 329 people....we were quite confident we were in even though they say there is no guarantee until you are IN THE STUDIO!

So the day drags on.....and on....and on. Finally about 12:30 they re-line us up, we were issued a different number....now 154 & 155 (some left?). Then they put us in order to start handing out name tags. Rachael and I were 4 people from the end....4!!!! We did start to panic. I guess if tours/groups come in they go to the front of the line and they can come in right up to the last minute. UGH! Long story short, all was fine, good, great...we got in.

You get interviewed in a group of about 12..this guy goes down the line one at a time and greets you and asks you where you're from and what you do..it's about a 2 second conversation. I thought man...how can they tell how fun and how perfect I am for TV in that two seconds??? Here's where IAAP helped me! I was so nervous...but I was able to think on my feet and tell them what I did for a living...Admin...or, as I like to think of it ,The Boss of everyone. I spent about 10 seconds talking with this man and then we moved on.

We get into the studio around 2pm...it's FREAKING AWESOME! The most colorful place on earth. Bright colors, some sparkling parts and over all so surreal because you're there....in the audience...it was soooooo exciting!!!! The weird thing is that the studio and the stage were soooo small...I mean I know they use wide angle lens on the cameras to give it depth, but , wow, I was surprised. It was odd. Everything looked so....well....cheap...contestants' row was like painted plywood...but on camera it looks amazing!!!!

So they explain things, get you all riled up, play some fun music just before they bring Bob out they play ***Let's Get The Party Started*** by Pink. Hmm....Pink and Bob...interesting combo! Suddenly - lights....camera....action! They start calling names.....since you can't hear very well from the audience they hold up signs with the person's name as they call them. The first four contestants are called and out comes Bob. He'swell old. He's old and wears a lot of make up and he still looks good! So the games begin..it's sort of hard to see (and hear) because all the cameras are around but it was really cool none the less. After every game they take a break where they will later insert commercials. Bob stands on stage and talks to the audience...he just answers questions and chats...very host worthy!

I was sort of looking around, soaking it all in because you can't take pictures anywhere in CBS so I was taking lots of mental snapshots and I hear DAWN STAYCOFF...COME ON DOWN....YOU ARE THE NEXT CONTESTANT ON THE PRICE IS RIGHT!!!! I couldn't comprehend it. I mean....was that just my name? I sat in my chair shaking - according to my friend - then she screamed at me....GET UP...GET UP! I was in shock! I remember screaming NO FREAKING WAY as I ran and I ran....I ran down the short little aisle....screaming with joy!

The next item up for bid arrives...it's a lovely diamond necklace (insert oooh's here!) I bid \$999.....of course the last girl to bid outbids me by \$1. Okay....still a freaking joy to be ON the show. So we wait as she plays her game and the next item up for bid....a lovely area rug....(insert oooh's here) I look to my friend...she tells me \$1,100.....I in turn say - "\$1,100 Bob!" Thankfully the man next to me bids \$1,750.....I WON!!!!!!!!!!!!!! I won. I WON!!!!!!

Here's the part I forgot to add above...when I came screaming down to contestants' row...Bob said "Now Dawn I know trouble when I see it and you look like trouble"....I said..."I'm not trouble".....or "I'll be good", I can't remember. He says..."You look like you could do me bodily harm". I told him "I'll be gentle...I promise." So when I won and came up on stage he says to me..."now remember your promise"...I just shook his hand. Then as they were showing the prize he leans to me and says....'you can kiss me if you like'I said...."no thank you!" HA!

So the curtain opens to reveal a lovely day bed and a set of his and her golf clubs! As they are describing the prizes I ask Bob...."if I win do you want to go golfing with me?" He just laughs and doesn't commit...typical man! HA!

All I had to do was tell him which price is \$2,011 and I win both....I again look to my friend and she suggests the golf clubs....I say....."Bob I'm going to go with the golf clubs"....AND I WON!!! I FREAKING WON!!!!!! I was so amazed; I get to spin the wheel! HOLY COW!

Since I was the top winner, I got to spin the wheel last! It was a dream come true. I thought "oh my gosh...I'm going to get into the Showcase showdown!" Well first spinner gets 90 cents.....second gets 95 cents....Bob says...."Dawn you need to get \$1.00." My first spin I get to the 5 cent mark and it starts to slow down....and stops just a hair off of the \$1.00... just like the picture that is on my t-shirt I made for the show! My second spin.....I don't remember, but it wasn't enough....my time was over...but oh what a time.

Best experience in my life!

So, thanks to IAAP for giving me the opportunities to work on my public speaking, I was not afraid to talk in front of a group!

Mark your calendars for Monday, November 13, 10 a.m., Channel 4!

Members Recommend Resources for Administrative Professionals

Last month at our membership meeting, we talked about subscriptions or reference sites for administrative professionals. The following members offered some suggestions.

Bonnie Marten's recommendation:

Free subscriptions are available to a magazine called Office Solutions. It is a magazine for office professionals. Each issue provides in-depth articles and case histories on how offices like ours have introduced new office procedures and products to enhance their productivity and create a better office environment. There are articles on computers, records management, office machines, office furniture and ergonomics, the mailroom, human resources and a lot more.

Contact Office Solutions, PO Box 3219, Lowell, MA 01853-9895

Yvette Kanzler's recommendation:

- Personal Report for the Administrative Professional - www.admin-pro.com.
- Administrative Professional Update - this one is produced by Progressive Business Publications. For a subscription call 800-220-5000.

Both of the publications have great articles on our profession. I always enjoy the main article, it deals with negotiations, computer tips, how to deal with stress, etc. I find them to be very informative. I believe the Administrative Professional Update has even had an article on IAAP in the past.

- SkillPath (<http://www.skillpath.com>) business training provides career-building professional skills in management, leadership, computer training and more that are of interest to administrative professionals.

Sherry Zupin's recommendation:

I ran across this site and thought it might be helpful to everyone. It's called the Effective Admin.com; the website is www.admin-ezine.com. It's loaded with information and good tips for admins. When you subscribe to the newsletter, you receive a free special report titled "29 Useful Web Links for Administrative Support Professionals".

Recommended Reading

Kate Larsen, speaker at the fall division meeting highly recommended the following books.

5 Love Languages Series by Gary Chapman

<http://www.fivelovelanguages.com/>

5 Love Languages, How to Express Livelong Commitment to Your Mate

5 Love Languages, How to Express Livelong Commitment to Your Mate (Men's Edition)

The 5 Love Languages of Children

The 5 Love Languages of Teens

The 5 Love Languages for Singles

Boundaries Series by Dr. Henry Cloud and Dr. John Townsend

Boundaries: When to say Yes, When to Say No, To Take Control of Your Life

Boundaries with Kids

Boundaries in Dating

Boundaries in Marriage

Boundaries with Teens: When to Say Yes, How to Say No

Essential Qualities for Administrative Excellence

Submitted by Office Team

Nancy Brown, administration team leader and executive assistant for Manulife Financial of Kitchener, Ontario, was recently honored as the 2006 OfficeTeam *Administrative Excellence Award* winner. The award is presented annually to an administrative professional who demonstrates continued commitment to leadership, education and operational efficiency, and who makes meaningful contributions to his or her employer. Co-sponsors include the International Association of Administrative Professionals, Targeted Learning Corporation, *Working Mother* magazine and Microsoft Learning.

Among her many achievements, Nancy created proposals for senior management recommending a new vendor and additional training resources that ultimately saved her department money. She also developed a network of administrative assistants to share information and resources at peak workload times.

Nancy has shown extraordinary leadership and the ability to make a positive difference at her organization. For those who aspire to a similar level of professional excellence, following are qualities to cultivate:

Be a leader. The most successful administrative professionals are always ready to assume responsibilities that fall outside of their job descriptions. Whether it's researching alternative vendors or coordinating a project of significant scope and complexity, don't wait for your boss to come to you.

Educate yourself. Pursue relevant educational and training sessions offered by your employer or a local college or university. By increasing your knowledge in areas that align with your company's operations, you can be an even greater asset.

Be technologically savvy. It's imperative to have a strong working knowledge of computer software applications such as Microsoft Office, database programs, and, increasingly, graphic design and desktop publishing software.

Improve your soft skills. The support staff role requires you to continually interact with employees from all areas of your organization, as well as outside business contacts. As a result, you must be an effective communicator and have strong listening and team-building skills.

OfficeTeam is the world's leading staffing service specializing in highly skilled administrative and office support professionals. The company has more than 300 locations worldwide, and offers online job search services at www.officeteam.com.

Benefits Of IAAP[®] Membership

Continuing Education – Earn Continuing Education Credit (CEUs) and/or CPS Recertification Points at Chapter, Division, and International meetings or conferences.

Networking – Meet and exchange ideas with other office professionals.

Professional Growth – Enhance your career and develop self-confidence.

Certified Professional Secretary[®] (CPS[®]) and Certified Administrative Professional[®] (CAP[®]) Programs – Attain the recognized standard of measurement of secretarial and administrative assistants' proficiency through an extensive written examination.

Leadership Development – Learn team-building and organizational skills as a committee member, committee chair, and/or chapter officer.

Technology Updates – Keep up to date on industry trends and technological advances.

Professional Publications – Receive timely information on issues facing business professionals today.

Want to Become a Member?

Contact Georgann Bestler Wenisch, at gwenisch@mandklaw.com, and ask that an IAAP Informational Packet be sent to you. Better yet, attend one of our meetings and see for yourself how IAAP can help you achieve success in the administrative profession!

NEWSLETTER SUBMISSIONS NEEDED

Did you read a good article that you think might be useful to other administrative professionals?

Have you worked with a vendor that you would recommend?

Have you found a website that you thought was helpful or interesting?

Please email me anything you'd like included in the newsletter.

Thank you,

Heather

hkolstad@meristemmo.com

TCW's "No Show" Policy

Just a reminder that "no shows" will be billed for the monthly fee unless cancelled prior to the reservation deadline stated on the reservation RSVP (usually the Friday prior to the meeting).

We understand that "life happens"... *especially* in our line of work!! Sometimes registrants are not able to make it at the last minute. However, the hotel still requires payment for your meal, whether or not you are there. For this reason, we must collect from you if you are unable to attend at the last minute. (You will receive a receipt upon request if needed for tax or expense reimbursement purposes.)

Your help and understanding is truly appreciated. If you have any questions, feel free to contact any board member.

Upcoming Voyages

- November 9, 2006** *TwinCities West IAAP Chapter Educational Forum*, 5:30 pm, Minneapolis Marriott West
- December 7, 2006** *TwinCities West IAAP Board of Directors Meeting* – 5:45 p.m. Davanni's in Plymouth
- December 14, 2006** *TwinCities West IAAP Chapter Educational Forum*, 5:30 pm, Minneapolis Marriott West
- January 4, 2007** *TwinCities West IAAP Board of Directors Meeting* – 5:45 p.m. Davanni's in Plymouth
- January 11, 2007** *TwinCities West IAAP Chapter Educational Forum*, 5:30 pm, Minneapolis Marriott West
- February 8, 2007** *TwinCities West IAAP Chapter Educational Forum*, 5:30 pm, Minneapolis Marriott West
- March 8, 2007** *TwinCities West IAAP Chapter Educational Forum*, 5:30 pm, Minneapolis Marriott West
- April 12, 2007** *TwinCities West IAAP Chapter Educational Forum*, 5:30 pm, Minneapolis Marriott West
- May 10, 2007** *TwinCities West IAAP Chapter Educational Forum*, 5:30 pm, Minneapolis Marriott West
- June 14, 2007** *TwinCities West IAAP Chapter Educational Forum*, 5:30 pm, Minneapolis Marriott West

2006-2007 COMMITTEES

If you are interested in joining a committee, please join at anytime! Please contact the committee chair or chapter President, Bonnie Marten.

2008 Spring Division Meeting

Co-Chairs: Georgann Bestler Wenisch, Kaye Park,
Committee Members: Debi Cain-Rivord, Melissa Lidberg

ACFCAP Committee ("Student Conference")

Chair: Kaye Park, Members: OPEN

Bylaws & Standing Rules Committee

Chair: Dawn Staycoff, Members: Joan Gatzmeyer

Certification Committee (CPS/CAP)

Chair: Members: Gayle Petrie

Community Service Committee

Chair: Nancy Berg

Members: Joan Claude, Linda Sanderson

Historical Committee (Scrapbook Committee)

Chair: Connie Anderson

Members:

Hospitality & Registration Committee

Hospitality Chair: Marlene Rouillard

Members: Jennifer Severson, Holly Peters and
Connie Anderson

Impact Event Committee

Co-Chairs: Georgann Wenisch

Members: Melissa Lidberg, Marlene Rouillard, Holly Peters, Connie Anderson, Sherry Zupin, Blanche Keith, Kaye Park, Kathy Hincer, Bonnie Marten

Membership Committee

Chair: Georgann Bestler Wenisch Members: Melissa Lidberg

Newsletter Committee

Editor: Heather Kolstad

Nominating Committee

Chair: Georgann Bestler Wenisch

Members:

Programs & Education Committee

Chair: Kathy Hincer Members: Joan Gatzmeyer,
Bonnie Marten, Kaye Park

Public Relations/Marketing

Chair: Tracy Dockendorf

Members: Sherry Zupin, Melissa Lidberg, Kaye Park,
Connie Anderson

Retirement Trust Foundation

Chair: Marlene Rouillard

Sunshine Committee

Chair: Gayle Petrie

Ways & Means Committee

Chair: Members: Melissa Lidberg

Web-Master Chair: Teri Kornberg, Jim Rivord



2006-07 PROGRAMS *TwinCities* West IAAP®



International Association of Administrative Professionals® *TwinCities* West Chapter 2006-07 Program Schedule

August 3, 2006	Summer Reunion at The Reserve, 3155 Empire Lane, Plymouth, MN
September 14, 2006	Business Writing for the Email Age Joan Loshek
October 12, 2006	Office of the Future: 2020 OfficeTeam; www.officeteam.com
November 9, 2006	Flirting for Success Jill Spiegel, Founder of Goal Getters, author, and radio/TV personality; www.flirtnow.com
December 14, 2006	Igniting Your Passion Within Margo Abdo O'Dell, successful entrepreneur, former award-winning corporate salesperson, and world-class Middle Eastern dancer; www.margo1.com
January 11, 2007	60 Computer Tips in 60 Minutes Shortcuts to increase efficiency when using Microsoft software Sue Mach
February 8, 2007	The Art of Wastebasketry Mary'n Hallock, organization and productivity "re-thinker"; www.painlesspapercut.com
March 8, 2007	Meeting Planning Essentials: Everything You Ever Wanted to Know About Meeting Planning, But Didn't Know Who to Ask Panel discussion: Jodi Collen CSEP, Senior Event Planner, Thrivent Financial for Lutherans; Deb Daly, Regional Manager, HelmsBriscoe
April 12, 2007	Program Pending
May 10, 2007	<i>TwinCities</i> West Annual Meeting Election of 2007-08 Officers and 2007-08 Strategic Planning Session
June 14, 2007	<i>TwinCities</i> West Annual Awards and Installation Evening; and Personal Safety Tips

All 2006-07 *TwinCities* West Educational Forums and Chapter Meetings are held at the **Minneapolis Marriott West**, 9960 Wayzata Boulevard, Minneapolis, MN 55426

5:30 pm Registration and Networking; 6 pm Dinner; 6:30 pm Program; 7:30 pm Business Meeting
To register, please contact Marlene Rouillard, 763-847-0210, or marlene.rouillard@buhlergroup.com